

Cingular Wireless - While in Freeport, Bahamas my cell phone was stolen. In attempts for 3 days to contact Cingular to report it I was unable to reach their 866 number and found them totally sheltered from contact on their Internet site. It took 4 days to reach them and after returning it took over 30 minutes to get a person on the telephone to discuss what happened. The person told me that there was nothing they could do because I was not subscribing to their expensive insurance program. Also they told me that they could not tell me if the phone received any illegal usage until the next billing cycle. An attempt to produce the information on the internet failed due to several days of it being out of operation for this service. They have told me that I will be responsible for any illegal usage charges even though they were totally unreachable. I hope you can do something about this situation, every public service company should have numbers that will get you to a person from anywhere in the world, especially since they say they offer service in Freeport.